

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appellant	:	Satish PAROLKAR et al.	Group Art Unit: 2614
Appln. No.	:	10/759,159	Examiner: M.S. Elahee
Filed	:	January 20, 2004	Confirmation No.: 6660
For	:	MULTI-MODAL COMMUNICATIONS METHOD	

APPEAL BRIEF UNDER 37 C.F.R. §41.37

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop Appeal Brief - Patents
Randolph Building
401 Dulany Street
Alexandria VA 22314

Sir:

This appeal is from the rejections of claims 1-20, as set forth in the Final Office Action of May 4, 2007.

A Notice of Appeal was filed on June 27, 2007 in response to the Final Office Action of May 4, 2007, and the two-month period for filing an Appeal Brief was set to expire on August 27, 2007.

The requisite fee for filing an Appeal Brief under 37 C.F.R. §41.20(b) (2) is submitted concurrently herewith. However, if for any reason the necessary fee is not associated with this file or the concurrently submitted fee is inadequate, the Commissioner is authorized to charge the fee for the Appeal Brief and any necessary extension of time fees to Deposit Account No. 19-0089.

(1) **REAL PARTY IN INTEREST**

The real party in interest is AT&T Labs, Inc., as established by a Change of Name recorded for U.S. Patent Application No. 10/083,472 (which issued as U.S. Patent No. 6,704,396) in the U.S. Patent and Trademark Office on August 22, 2007, at Reel 019725 and Frame 0719.

(2) **RELATED APPEALS AND INTERFERENCES**

No related appeals and/or interferences are pending.

(3) **STATUS OF THE CLAIMS**

Claims 1-20, all of the claims pending in this application, stand finally rejected and are the subject of this appeal. Appellants appeal the final rejections of claims 1-20. A copy of claims 1-20 is attached as an Appendix to this brief.

(4) **STATUS OF THE AMENDMENTS**

No amendments to the claims were filed under 37 C.F.R. § 1.116 after the final rejections of the claims of May 4, 2007.

(5) **SUMMARY OF THE CLAIMED SUBJECT MATTER**

Initially, Appellants note that the following descriptions are made with respect to the independent claims and include references to particular parts of the specification. As such, the following are merely exemplary and are not a surrender of other aspects of the present invention

that are also enabled by the present specification as well as those that are directed to equivalent structures or methods.

Independent claim 1 recites a method of collecting information, comprising: sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, to a communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and receiving the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from a user of the communications device.

In this regard, exemplary embodiments of the present specification are shown in Figures 1-3B and described at pages 10-27. The exemplary embodiments disclose a method of collecting information, comprising: sending (S203) an interactive text markup programming language script, using a session initiation protocol (SIP) message, to a communications device (101-104), the interactive script including (page 12, lines 17-21) at least a first query and a second query that is presented (page 12, lines 17-21) based on a response to the first query; and receiving (S204) the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being (page 12, lines 14-21) based upon input from a user of the communications device.

Independent claim 6 recites a method of determining a final call destination for a user using a communications device, the method comprising: sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from a call queue to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query, the queries being presented

to the user via a user interface associated with the communications device; and receiving the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device, and determining a call destination based on the received responses.

In this regard, exemplary embodiments of the present specification are shown in Figures 1-3B and described at pages 10-27. The exemplary embodiments disclose a method of determining a final call destination for a user using a communications device, the method comprising: sending (S203) an interactive text markup programming language script, using a session initiation protocol (SIP) message, from a call queue (150) to the communications device (101-104), the interactive script including (page 12, lines 17-21) at least a first query and a second query that is presented (page 12, lines 17-21) based on a response to the first query, the queries being presented to the user via a user interface associated with the communications device; and receiving (S204) the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being (page 12, lines 14-32) based upon input from the user of the communications device, and determining (page 13, lines 20-21) a call destination based on the received responses.

Independent claim 11 recites a method of interactively pre-screening caller information of a user using a communications device, the method comprising: sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and receiving the response to the first query and a response to the second query from the communications

device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device.

In this regard, exemplary embodiments of the present specification are shown in Figures 1-3B and described at pages 10-27. The exemplary embodiments disclose a method of interactively pre-screening caller information of a user using a communications device, the method comprising: sending (S203) an interactive text markup programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device (101-104), the interactive script including (page 12, lines 17-21) at least a first query and a second query that is presented (page 12, lines 17-21) based on a response to the first query; and receiving (S204) the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being (page 12, lines 14-21) based upon input from the user of the communications device.

Independent claim 17 recites a computer readable medium for storing a computer program that controls collection of information from a user of a communications device, the computer readable medium comprising: a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and a data processing segment that receives a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from a user of the communications device, the data processing segment analyzing the received responses.

In this regard, exemplary embodiments of the present specification are shown in Figures 1-3B and described at pages 10-27. The exemplary embodiments disclose a computer readable medium for storing a computer program that controls collection of information from a user of a communications device, the computer readable medium comprising: a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent (S203) to the communications device (101-104), the interactive script including (page 12, lines 17-21) at least a first query and a second query that is presented (page 12, lines 17-21) based on a response to the first query; and a data processing segment that receives (S204) a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being (page 12, lines 14-21) based upon input from a user of the communications device, the data processing segment analyzing the received responses.

Independent claim 19 recites a data reception system that receives collected data from a user using a communications device, comprising: a call queue that receives a call from an automated call distributor and sends, using a session initiation protocol (SIP) message, an interactive text markup programming language script to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query, the call queue receiving a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device, and the received responses being processed at the call queue.

In this regard, exemplary embodiments of the present specification are shown in Figures 1-3B and described at pages 10-27. The exemplary embodiments disclose a data reception

system that receives collected data from a user using a communications device, comprising: a call queue (150) that receives a call from an automated call distributor (160) and sends (S203), using a session initiation protocol (SIP) message, an interactive text markup programming language script to the communications device (101-104), the interactive script including (page 12, lines 17-21) at least a first query and a second query that is presented (page 12, lines 17-21) based on a response to the first query, the call queue receiving (S204) a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being (page 12, lines 14-21) based upon input from the user of the communications device, and the received responses being (page 17, lines 11-13) processed at the call queue.

(6) GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

(A) The Decision to Reject Claims 1, 6, 11, 17 and 19 (and presumably Claims 2-5, 7-10, 12-16, 18 and 20) under 35 U.S.C. §112, second paragraph, as indefinite.

(B) The Decision to Reject Claims 1-5 and 11-18 under 35 U.S.C. §103(a) as unpatentable over BROWN (U.S. Patent No. 6,101,478) in view of PROKOP (U.S. Patent No. 6,870,848).

(7) ARGUMENT

(A) The Decision to Reject Claims 1, 6, 11, 17 and 19 (and presumably Claims 2-5, 7-10, 12-16, 18 and 20) under 35 U.S.C. §112, second paragraph, as indefinite, is Improper, and the Decision to Reject Claims 1, 6, 11, 17 and 19 on this Ground Should be Reversed.

The rejection of each of the above-noted independent claims is premised on the assertion in the Final Office Action that it “is unclear whether interactive script is being sent one time for both of queries or the script is being sent two times separately for both of the queries”. The

rejection of claims on this basis is improper, as there is no requirement under 35 U.S.C. §112, second paragraph, that claims recite features in such detail as to exclude all but one potentially infringing activity. Further, identification of a limited number of alternative potentially infringing activities (i.e., sending interactive script “one time for both... queries or... two times separately for both... queries”) by the Examiner itself indicates that the features recited in the independent claims are definite, insofar as the scope of potentially infringing activity is not indefinite so as to be unascertainable.

Accordingly, each of claims 1, 6, 11, 17 and 19 is definite at least because the scope of the noted features of each of these independent claims can be ascertained by a skilled artisan reviewing these claims. Each of claims 2-5, 7-10, 12-16, 18 and 20 is definite under 35 U.S.C. §112, second paragraph, at least because each of these claims is rejected only (as noted above) as being dependent upon independent claims containing features incorrectly asserted to be indefinite.

(B) The Decision to Reject Claims 1-5 and 11-18 under 35 U.S.C. §103(a) as unpatentable over BROWN (U.S. Patent No. 6,101,478) in view of PROKOP (U.S. Patent No. 6,870,848) is Improper, and the Decision to Reject Claim 1-5 and 11-18 on this Ground Should be Reversed.

In the Final Office Action, claims 1-5 and 11-18 were rejected under 35 U.S.C. §103(a) as unpatentable over BROWN (U.S. Patent No. 6,101,478) in view of PROKOP (U.S. Patent No. 6,870,848).

Claim 1

The Final Office Action acknowledges that BROWN does not disclose an “interactive text markup programming language script” or that such a script is sent “using a session initiation (SIP) message”. However, the Office Action asserts that PROKOP teaches sending script using a session initiation protocol (SIP) message. The Final Office Action is incorrect. In this regard, no document applied in the Final Office Action discloses “sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, to a communications device”, as recited in claim 1.

PROKOP discloses that a “call state script 108” may be used by a “call processing module 100” to determine “what the call processing module 100 should do next in the establishment, management, or termination of a call session”. While the call state script 108 may be implemented as an interactive text markup programming language script, PROKOP does not disclose that the above-noted script is sent to a communications device, let alone that it is sent to a communications device using a session initiation (SIP) message. Accordingly, an interactive text markup programming language script as in PROKOP is not disclosed in relation to the features of a SIP message as recited in claim 1.

PROKOP also discloses the conventional use of SIP to initiate call sessions as well to invite members to a session. PROKOP specifically discloses, at col. 6, lines 55-67, that a SIP Invite request contains a callee identifier Y and an origination address X. However, PROKOP does not disclose that a SIP message is used to send an interactive text markup programming language script to a communications device. Accordingly, a SIP message as in PROKOP is not disclosed in relation to the features of an interactive text markup programming language script message as recited in claim 1.

As set forth above, no document applied in the Final Office Action discloses using SIP to send any script message to a communications device, and modification of BROWN with the teachings of PROKOP would not result in the combination recited in claim 1.

Furthermore, it would not have been obvious at the time of Appellants' invention to modify BROWN with the teachings of PROKOP or any other document to obtain the combination of features recited in claim 1. In this regard, there is no proper reason that would explain why one of ordinary skill in the art would have found it obvious to use SIP in the manner recited in claim 1 based on the teachings of BROWN in view of PROKOP.

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claim 1 under 35 U.S.C. 103(a).

Claims 2-5

Claims 2-5 are allowable, at least for the reason that these claims depend, directly or indirectly from claim 1, respectively, and because these claims recite additional features that further define the present invention. Claims 2-5 are separately patentable over BROWN in view of PROKOP, which fail to disclose, suggest or render obvious, in the claimed combination, *inter alia*,

(i) *the method of collecting information of claim 1, wherein the received responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user of the communications device, a personal identification of the user of the communications device, an account number of the user of the communications device, a password of the user of the communications device, billing*

information of the user of the communications device, the intent of the user of the communications device, a preferred language of the user of the communications device, and a question from the user of the communications device (claim 2);

(ii) the method of collecting information of claim 1, wherein the received responses are a textual representation of one of a DTMF tone, VoiceXML and HTML speech tags (claim 3);

(iii) the method of collecting information of claim 1, further comprising providing the response to a user of a recipient device (claim 4); and

(iv) the method of collecting information of claim 1, the response being additionally based upon information provided by the communications device (claim 5).

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claims 2-5 under 35 U.S.C. 103(a).

Claim 11

BROWN in view of PROKOP fails to disclose, suggest or render obvious at least the features of independent claim 11. In this regard, claim 11 recites a "sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device".

The Final Office Action acknowledges that BROWN does not disclose an "interactive text markup programming language script" or that such a script is sent "using a session initiation (SIP) message". However, the Office Action asserts that PROKOP teaches sending script using a session initiation protocol (SIP) message. The Final Office Action is incorrect. In this regard, no document applied in the Final Office Action discloses "sending an interactive text markup

programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device", as recited in claim 11.

Rather, as described above, PROKOP discloses that a "call state script 108" may be used by a "call processing module 100" to determine "what the call processing module 100 should do next in the establishment, management, or termination of a call session". While the call state script 108 may be implemented as an interactive text markup programming language script, PROKOP does not disclose that the above-noted script is sent to a communications device, let alone that it is sent to a communications device using a session initiation (SIP) message. Accordingly, an interactive text markup programming language script as in PROKOP is not disclosed in relation to the features of a SIP message as recited in claim 11.

Also as described above, PROKOP discloses the conventional use of SIP to initiate call sessions as well to invite members to a session. PROKOP specifically discloses, at col. 6, lines 55-67, that a SIP Invite request contains a callee identifier Y and an origination address X. However, PROKOP does not disclose that a SIP message is used to send an interactive text markup programming language script to a communications device. Accordingly, a SIP message as in PROKOP is not disclosed in relation to the features of an interactive text markup programming language script message as recited in claim 11.

As set forth above, no document applied in the Final Office Action discloses using SIP to send any script message to a communications device, and modification of BROWN with the teachings of PROKOP would not result in the combination recited in claim 11.

Furthermore, it would not have been obvious at the time of Appellants' invention to modify BROWN with the teachings of PROKOP or any other document to obtain the combination of features recited in claim 11. In this regard, there is no proper reason that would

explain why one of ordinary skill in the art would have found it obvious to use SIP in the manner recited in claim 11 based on the teachings of BROWN in view of PROKOP.

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claim 11 under 35 U.S.C. 103(a).

Claim 12-16

Claims 12-16 are allowable, at least for the reason that these claims depend, directly or indirectly from claim 11, respectively, and because these claims recite additional features that further define the present invention. Claims 12-16 are separately patentable over BROWN in view of PROKOP, which fail to disclose, suggest or render obvious, in the claimed combination, *inter alia*,

(i) *the method of interactively pre-screening user information of claim 11, further comprising establishing a communications connection between the communications device and one of a plurality of agent devices, the one of the plurality of agent devices being determined based on the response (claim 12);*

(ii) *the method of interactively pre-screening user information of claim 11, wherein the received responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user, a personal identification of the user, an account number of the user, a password of the user, billing information of the user, the intent of the user, a preferred language of the user, and a question from the user (claim 13);*

(iii) *the method of interactively pre-screening user information of claim 11, wherein the received responses are a textual representations of one of a DTMF tone, VoiceXML and HTML speech tags (claim 14);*

(iv) *the method of interactively pre-screening user information of claim 11, further comprising providing the response to an agent of the information service at an agent terminal (claim 15); and*

(v) *the method of interactively pre-screening user information of claim 11, the response being additionally based upon information provided by the communications device (claim 16).*

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claims 12-16 under 35 U.S.C. 103(a).

Claim 17

BROWN in view of PROKOP fails to disclose, suggest or render obvious at least the features of independent claim 17. In this regard, claim 17 recites a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent to the communications device.

The Final Office Action acknowledges that BROWN does not disclose an “interactive text markup programming language script” or that such a script is sent “using a session initiation (SIP) message”. However, the Office Action asserts that PROKOP teaches sending script using a session initiation protocol (SIP) message. The Final Office Action is incorrect. In this regard, no document applied in the Final Office Action discloses a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent to the communications device, as recited in claim 17.

Rather, as set forth above, PROKOP discloses that a “call state script 108” may be used by a “call processing module 100” to determine “what the call processing module 100 should do next in the establishment, management, or termination of a call session”. While the call state script 108 may be implemented as an interactive text markup programming language script, PROKOP does not disclose that the above-noted script is sent to a communications device, let alone that it is sent to a communications device using a session initiation (SIP) message. Accordingly, an interactive text markup programming language script as in PROKOP is not disclosed in relation to the features of a SIP message as recited in claim 17.

Also as set forth above, PROKOP discloses the conventional use of SIP to initiate call sessions as well to invite members to a session. PROKOP specifically discloses, at col. 6, lines 55-67, that a SIP Invite request contains a callee identifier Y and an origination address X. However, PROKOP does not disclose that a SIP message is used to send an interactive text markup programming language script to a communications device. Accordingly, a SIP message as in PROKOP is not disclosed in relation to the features of an interactive text markup programming language script message as recited in claim 17.

As set forth above, no document applied in the Final Office Action discloses using SIP to send any script message to a communications device, and modification of BROWN with the teachings of PROKOP would not result in the combination recited in claim 17.

Furthermore, it would not have been obvious at the time of Appellants’ invention to modify BROWN with the teachings of PROKOP or any other document to obtain the combination of features recited in claim 17. In this regard, there is no proper reason that would explain why one of ordinary skill in the art would have found it obvious to use SIP in the manner recited in claim 17 based on the teachings of BROWN in view of PROKOP.

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claim 17 under 35 U.S.C. 103(a).

Claim 18

Claim 18 is allowable, at least for the reason that this claims depends, directly or indirectly from claim 17, respectively, and because this claim recites additional features that further define the present invention. Claim 18 is separately patentable over BROWN in view of PROKOP, which fail to disclose, suggest or render obvious, in the claimed combination, *inter alia*,

. *the computer readable medium of claim 17, the response being additionally based upon information provided by the communications device.*

Accordingly, any proper combination of the teachings of BROWN in view of PROKOP does not render obvious the combination recited in claim 18 under 35 U.S.C. 103(a).

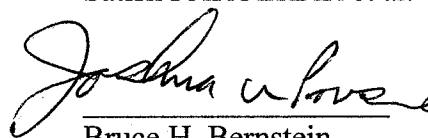
(8) CONCLUSION

Each and every pending claim of the present application meets the requirements for patentability under 35 U.S.C. §112, second paragraph and 35 U.S.C. §103(a), and the present application and each pending claim thereof is allowable over the prior art of record. Accordingly, the Board of Patent Appeals and Interferences is respectfully requested to reverse the Examiner's decision to reject claims 1-20.

If there are any questions about this application, any representative of the U.S. Patent and Trademark Office is invited to contact the undersigned at the telephone number listed below.

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CLAIMS APPENDIX

1. A method of collecting information, comprising:
 sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, to a communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and
 receiving the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from a user of the communications device.
2. The method of collecting information of claim 1, wherein the received responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user of the communications device, a personal identification of the user of the communications device, an account number of the user of the communications device, a password of the user of the communications device, billing information of the user of the communications device, the intent of the user of the communications device, a preferred language of the user of the communications device, and a question from the user of the communications device.
3. The method of collecting information of claim 1, wherein the received responses are a textual representation of one of a DTMF tone, VoiceXML and HTML speech tags.
4. The method of collecting information of claim 1, further comprising providing the response to a user of a recipient device.
5. The method of collecting information of claim 1, the response being additionally based upon information provided by the communications device.

6. A method of determining a final call destination for a user using a communications device, the method comprising:

 sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from a call queue to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query, the queries being presented to the user via a user interface associated with the communications device; and

 receiving the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device, and determining a call destination based on the received responses.

7. The method of determining the final call destination of claim 6, wherein the received responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user, a personal identification of the user, an account number of the user, a password of the user, billing information of the user, the intent of the user, a preferred language of the user, and a question from the user.

8. The method of determining the final call destination of claim 6, wherein the received responses are a textual representations of one of a DTMF tone, VoiceXML and HTML speech tags.

9. The method of determining the final call destination of claim 6, further comprising providing the received responses to an agent at the call destination.

10. The method of determining the final call destination of claim 6, the response being additionally based upon information provided by the communications device.

11. A method of interactively pre-screening caller information of a user using a communications device, the method comprising:

 sending an interactive text markup programming language script, using a session initiation protocol (SIP) message, from an information service to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and

 receiving the response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device.

12. The method of interactively pre-screening user information of claim 11, further comprising establishing a communications connection between the communications device and one of a plurality of agent devices, the one of the plurality of agent devices being determined based on the response.

13. The method of interactively pre-screening user information of claim 11, wherein the received responses comprise information of at least one of a location of the communications device, a type of the communications device, a communications format used by the communications device, a communications mode desired by the user, a personal identification of the user, an account number of the user, a password of the user, billing information of the user, the intent of the user, a preferred language of the user, and a question from the user.

14. The method of interactively pre-screening user information of claim 11, wherein the received responses are a textual representations of one of a DTMF tone, VoiceXML and HTML speech tags.

15. The method of interactively pre-screening user information of claim 11, further comprising providing the response to an agent of the information service at an agent terminal.

16. The method of interactively pre-screening user information of claim 11, the response being additionally based upon information provided by the communications device.

17. A computer readable medium for storing a computer program that controls collection of information from a user of a communications device, the computer readable medium comprising:

a session initiation protocol (SIP) segment that creates a session initiation protocol message, comprising an interactive text markup programming language script, that is sent to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query; and

a data processing segment that receives a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from a user of the communications device, the data processing segment analyzing the received responses.

18. The computer readable medium of claim 17, the response being additionally based upon information provided by the communications device.

19. A data reception system that receives collected data from a user using a communications device, comprising:

a call queue that receives a call from an automated call distributor and sends, using a session initiation protocol (SIP) message, an interactive text markup programming language script to the communications device, the interactive script including at least a first query and a second query that is presented based on a response to the first query, the call queue receiving a response to the first query and a response to the second query from the communications device, each of the response to the first query and the response to the second query being based upon input from the user of the communications device, and the received responses being processed at the call queue.

20. The data reception system of claim 19, wherein the response is additionally based upon information provided by the communications device.

P24473.A09

EVIDENCE APPENDIX

None

RELATED PROCEEDING APPENDIX

None